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ABSTRACT

This guide, which was written for general marketing instructors in Ohio, lists nearly 450 resources for use in conjunction with the Administrative/Office Technology Occupational Competency Analysis Profile. The texts, workbooks, modules, software, videos, and learning activities packets listed are categorized by the following topics: communications, office technology, financial functions, records management, support tasks, and professionalism. Among the competencies for which resource materials are listed are the following: apply communication skills; compose documents; prepare oral presentations; communicate with international and culturally diverse organizations; perform computer operating system, word processing, spreadsheet, database, computer business graphics, desktop publishing, transcription machine functions; and telecommunications functions; apply mathematical skills; perform accounting, payroll, and banking functions; file/retrieve documents and integrated media; perform telephone duties; receive visitors; perform scheduling functions; coordinate meeting and function arrangements; generate minutes; coordinate domestic and international travel plans; perform mail functions; research information; maintain employee records; maintain office supplies, equipment, and software; improve office productivity; demonstrate office ethics; help the employing organization achieve its goals; and participate in professional development activities. The following information is provided for each resource material: publication type, title, author, publication date, publisher. Concluding the guide are the addresses of the 11 publishers of the materials cited. (MN)

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OCCUPATIONAL COMPETENCY ANALYSIS PROFILE

Administrative/Office Technology

A Guide to Resources

1997

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Use of This Guide

This guide is designed to be used in conjunction with the Administrative/Office Technology Occupational Competency Analysis Profile (OCAP). Organized by OCAP unit and competency within each unit, this guide to resources (textbooks, workbooks, modules, videos, software, and learning activity packets [LAPs]) augments the efforts of new and veteran teachers.

Under each competency are listed resources that match that competency, including author, development or copyright date, and current source for obtaining the materials. A key with source information appears on page 37.

This guide can be a useful tool for Administrative/Office Technology instructors in Ohio and across the nation.

Key to Type of Material

T	Texts
WB	Workbooks
Module/s	Module/s
SW	Software
V	Video
LAP	Learning activity packet

GUIDE TO ADMINISTRATIVE/OFFICE TECHNOLOGY RESOURCES

Unit 1: Communications

Competency 1.1: Apply communication skills

Type	Title	Author	Date	Publisher (Key on Page 37)
T/wb	English the Easy Way	Schachter and Clark	©1993, 6th ed.	South-Western Publishing
T	Business Communication: A Case Method Approach	Poe and Fruehling	©1995, 5th ed.	EMC Paradigm
T	Effective Communication for Today	Hulbert	9th ed.	South-Western Publishing
T	Communicating for Results	Fruehling and LaCombe	©1996	EMC Paradigm
T	Communication That Works!	Williams and Eggland	©1992	South-Western Publishing
T	Communicating for Success: An Applied Approach	Hyden, Jordan, and Steinauer	©1994	South-Western Publishing
T	Internet Guide for Business Communications	Hall and Allen	©1997	South-Western Publishing
V	The Art of Effective Communication		©1994	JIST Works, Inc.
V	Effective Communication: Difficulties In Communication		©1991	Meridian Education Corporation
V	Business Communication Listening		©1996	Meridian Education Corporation
V	The Assertive Professional		©1994	Meridian Education Corporation
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.
SW/t/wb	Effective Communication for Today	Hulbert	9th ed.	South-Western Publishing

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Competency 1.2: Compose documents

Type	Title	Author	Date	Publisher (Key on Page 37)
T/wb	English the Easy Way	Schachter and Clark	©1993, 6th ed.	South-Western Publishing
T	Communicating for Results	Fruehling and LaCombe	©1996	EMC Paradigm
T	The Gregg Reference Manual	Sabin	©1996	Glencoe/McGraw-Hill
T	Microcomputer Keyboarding and Applications	Sherron, Sherron, and Gladhill	©1994	EMC Paradigm
T	Communication Skills for the Processing of Words	Reiff	©1997	South-Western Publishing
T/sw	Windows 95	Coburn	©1997	EMC Paradigm
T/sw	WordPerfect 6.0 for Windows	Rutkosky	©1995	EMC Paradigm
T/wb	Basic Letter and Memo Writing	Van Huse	©1993, 3rd ed.	South-Western Publishing
T/wb	Business Writing at Its Best	Neidtz	©1994	Times Mirror Higher Education Group
T	Technical Writing for Success: A School-to-Work Approach	Mehlich and Smith-Worthington	©1997	South-Western Publishing
T/wb	Business English: With Programmed Reinforcement	Slocum	©1993	Glencoe/McGraw-Hill
T	How 7: A Handbook for Office Workers	Clark and Clark	©1995	South-Western Publishing
V	Business Communication Writing		©1996	Meridian Education Corporation
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.

Competency 1.3: Prepare oral presentations

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Communicating for Results	Fruehling and LaCombe	©1996	EMC Paradigm
T	Communication That Works!	Williams and Eggland	©1992	South-Western Publishing
T	Communication for Success: An Applied Approach	Hyden, Jordan, and Steinerauer	©1994	South-Western Publishing
T	Applied English Skills	Mockaitis	©1997, 2nd ed.	EMC Paradigm
T/wb/v	Interpersonal Communication Skills	Gwyn	©1993	South-Western Publishing
Modules	Communication 2000 Series Workplace Communication, Listening and Speaking		©1996	AIT/South-Western Publishing
Modules	Communication 2000 Series Communicating with Customers, Communicating in Teams		©1996	AIT/South-Western Publishing
V	Effective Communication: Verbal Communication		©1991	Meridian Education Corporation
V	Business Communication Speaking		©1996	Meridian Education Corporation
V	The Art of Effective Communication		©1994	JIST Works, Inc.

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Competency 1.4: Communicate with international and culturally diverse audiences

Type	Title	Author	Date	Publisher (Key on Page 37)
T/wb	Business in a Global Economy	Dlabay and Scott	©1996	South-Western Publishing
T	Effective Communication for Today	Hulbert	9th ed.	South-Western Publishing
T	Workplace Success Series	McLean, Lyons, Brooks, Parks, Olson, and Pucel	©1991	EMC Paradigm
T	What's on the Internet	Gagnon	©1995, 3rd ed.	Peachpit Press
T	Internet Guide for Business	Hall and Allen	©1997	South-Western Publishing
T	Connect Online	Schrum and Solomon	©1996	South-Western Publishing
T/wb	Telecommunications: Concepts and Applications	Cubler, Olivo, and Scrogan	©1992	South-Western Publishing
T/wb	Mirror/Mirror, Inc.: An International Office Simulation	Ristau and Kruzel	©1994	South-Western Publishing
T/wb	Effective Presentation Skills		©1993	South-Western Publishing
T/wb	Business Communication: A Case Method Approach	Poe and Fruehling	©1995, 5th ed.	EMC Paradigm Publishing
Module	Program for Acquiring Competence in Etrepreneurship-PACE Unit 4 Global Markets		©1996, 3rd ed.	Conover Company
Modules	Communication 2000 Series		©1996	AIT/South-Western Publishing
V	Your Cultural Passport to International Business		©1995	Meridian Education Corporation
V	Business Communication Speaking		©1993	Meridian Education Corporation
V	Newer Alternative Media		©1994	Career Paths/MarkED
V	How to Deal with Cultural Diversity		©1997	Career Paths/MarkED
LAP	International Trade		©1996	Career Paths/MarkED

Unit 2: Office Technology

Competency 2.1: Perform computer operating system functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T/sw	Exploring Computers: A Record of Discovery	Shelly, Cashman, and Walker	©1996	South-Western Publishing
T	Microcomputers: Concepts, Skills and Applications	Flynn and Mandell		West Educational Publishing
T	Microcomputer Keyboarding and Applications	Sherron, Sherron, and Gladhill	©1994	EMC Paradigm
T/sw	Peter Norton's Introduction to Computers	Norton	©1997	Glencoe/McGraw-Hill
T	Using Computers: A Gateway to Information World Wide Web Edition	Shelly, Cashman, and Waggoner	©1996	South-Western Educational
T/sw	WordPerfect 6.0 for Windows	Rutkosky	©1995	EMC Paradigm
T	What's on the Internet	Gagnon	©1995, 3rd ed.	Peachpit Press
T/sw	Data Entry Activities for the Microcomputer	Bux and Gorman	©1995	South-Western Publishing
T	Programming with Microsoft Visual Basic 4.0 for Windows	Zak	©1996	South-Western Publishing
T/sw	Information Processing	Chiri, Kostner, Seraydarian, and Stoddard	©1993	Glencoe Publishing
T/sw	Data Entry: Concepts and Applications	Buzby and Locke	©1996, 3rd ed.	EMC Paradigm
V	Understanding Computers			Meridian Education Corporation
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.
SW /t	WordPerfect 6.0 for Windows	Rutkosky	©1995	EMC Paradigm

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Competency 2.2: Perform word-processing functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Microcomputer Keyboarding and Applications	Sherron, Sherron, and Gladhill	©1994	EMC Paradigm
T/sw	Information Processing	Chiri, Kostner, Seraydarian, and Stoddard	©1993	Glencoe Publishing
T/sw	Keyboarding and Applications	Chiri, Kostner, Seraydarian, and Stoddard	©1993	Glencoe Publishing
T/sw	Peter Norton's Introduction to Computers, Computer Fundamentals, and Tutorials	Norton	©1997	Glencoe/McGraw-Hill
T/sw	Skillbuilding	Eide, Rieck, Klemin	©1996	Glencoe Publishing
T	A Mastery Approach to Lotus 1-2-3, Release 2.3, 2.4	Dlugoss, Mazursky, and Otto	©1993	EMC Paradigm
T	Essential Skills for the Workplace Level One: Using Forms and Documents	Strumpf and Smith		Contemporary Books, Inc.
T	Keyboarding with WordPerfect 6.1 for Windows, Sessions 1-60	Mitchell, Rutkosky, Mach, and LaBarre	©1996	EMC Paradigm
T	Microsoft Works 3.0 for Window: Tutorial and Applications	Paswark and Pasewark	©1995	South-Western Educational
T/sw	Data Entry: Concepts and Applications	Buzby and Locke	©1996, 3rd ed.	EMC Paradigm
T	Word Processing Applications Guides 1 and 2	Popyk, Noll	©1992	South-Western Publishing
T/wb	Writing Business Proposals and Reports		©1992	Career Paths/MarkED
V	Microsoft Windows 3.1		©1996	Jones Digital Century, Inc.
SW/t	Word Perfect 6.0 For Windows Complete Course		©1995	South-Western Publishing

Competency 2.3: Perform spreadsheet functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T/sw	Spreadsheet Applications: Job-Based Tasks	Otto	©1993	EMC Paradigm
T/sw	Data Entry: Concepts and Applications	Buzby and Locke	©1996, 3rd ed.	EMC Paradigm
T/sw	Peter Norton's Introduction to Computers, Computer Fundamentals, and Tutorials	Norton	©1997	Glencoe/McGraw-Hill
T	Business Records Control	Fosegan, Ginn, and Goodman	©1995	ITP South-Western Publishing
T	Essential Skills for the Workplace Level One: Using Forms and Documents	Strumpf and Smith		Contemporary Books, Inc.
T/wb	Computerized Accounting	McEntee, Schaber, and Fisk	©1993	Glencoe/McGraw-Hill
T	Keeping Financial Records for Business	Schultheis, Baron, and Steinfeld	©1991, 7th Edition	South-Western Publishing
T/sw	Keyboarding and Computer Applications	Robinson, Hoggatt, Shank, and Boyce	©1995	South-Western Publishing
T/sw	Information Processing	Chiri, Kostner, Seraydarian, and Stoddard	©1993	Glencoe Publishing
T/sw	Century 21 Keyboarding, Formatting, and Document Processing Series	Robinson, Hoggatt, Shank, Ownby, Beaumont, Crawford, and Erickson	©1993	South-Western Publishing
T	QWIZED Lotus 1-2-3	QWIZ, Inc.	©1996	South-Western Publishing
T	Mastering and Using Lotus 1-2-3, Release 5.0 for Windows	Boyd and Fraser	©1996	South-Western Publishing
T	New Perspectives on Lotus 1-2-3 for Windows 95-Introductory	Hayen	©1997	South-Western Publishing
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.
SW/t	Spreadsheet Applications: Job-Based Tasks	Otto	©1993	EMC Paradigm

Competency 2.4: Perform database functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T/wb/sw	Microcomputers: Concepts, Skills and Applications Series	Flynn and Mandell		West Educational Publishing
T/sw	Keyboarding and Computer Applications	Robinson, Hoggatt, Shank, and Boyce	©1995	South-Western Publishing
T/sw	Peter Norton's Introduction to Computers, Computer Fundamentals, and Tutorials	Norton	©1997	Glencoe/McGraw-Hill
T	Microsoft Access 7 for Windows 95: Double Diamond Edition	Shelly, Cashman, and Pratt	©1996	South-Western Publishing
T/sw	Database Applications: Job-Based Tasks	Larson and Nordenstam	©1993	EMC Paradigm
T	Keyboarding with WordPerfect 6.1 for Windows, Sessions 1-60	Mitchell, Rutkosky, Mach, and LaBarre	©1996	EMC Paradigm
T	A Mastery Approach to Lotus 1-2-3, Release 2.3, 2.4	Dlugoss, Mazursky, and Otto	©1993	EMC Paradigm
T	Quick Course SmartPak: WordPerfect 6.1 for Windows, Lotus	Eish, Stacy, Varnon, and Thompson	©1996	South-Western Publishing
T	Database Applications	Drumm and Gorman	©1995	South-Western Publishing
T/sw	Data Entry: Concepts and Applications, Third Ed.	Buzby and Locke	©1996	EMC Paradigm
SW	The Great Data Discovery	Paradigm	©1998	ITP South-Western Publishing
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc
SW/t	Database Applications: Job-Based Tasks	Larson and Nordenstam	©1993	EMC Paradigm
SW	Word Perfect 6.0/6.1 for Windows Applications		©1996	South-Western Publishing

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Competency 2.5: Perform computer business graphics functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Graphic Communications: Design through Production	Greenwald and Luttropp	©1997	Delmar Publishers
T	A Mastery Approach to Lotus 1-2-3, Release 2.3, 2.4	Dlugoss, Mazursky, andOtto	©1993	EMC Paradigm
T	Office Skills for the 1990s: The Finishing Touch	Barrett, Kimbrell and Odgers		West Educational Publishing
T	Exploring Computers: A Record of Discovery	Shelly, Cashman and Walker	©1996	South-Western Educational
T	Microcomputers: Concepts, Skills and Applications	Flynn and Mandell		West Educational Publishing
T/sw	Spreadsheet Applications: Job-Based Tasks	Otto	©1993	EMC Paradigm
T	Graphic Design with PageMaker 6.0	Parsons	©1996	South-Western Publishing
T	Graphic Design with PageMaker 5.0	Parsons	©1994	South-Western Publishing
T	The Computer Glossary	Freedman	©1994	American Management Association
T	QuarkXPress for Graphic Designers 3.3/3.3	Thomas	©1994	South-Western Publishing

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Competency 2.6: Perform desktop publishing functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T/sw	Peter Norton's Introduction to Computers, Computer Fundamentals, and Tutorials	Norton	©1997	Glencoe/McGraw-Hill
T	Office Skills for the 1990s: The Finishing Touch	Barrett, Kimbrell, and Odgers		West Educational Publishing
T	Exploring Computers: A Record of Discovery	Shelly, Cashman, and Walker	©1996	South-Western Educational
T/wb/sw	Microcomputers: Concepts, Skills and Applications Series	Flynn and Mandell		West Educational Publishing
T/sw	Information Processing	Chiri, Kostner, Seraydarian, and Stoddard	©1993	Glencoe Publishing
T/sw	Using WordPerfect 6.1 for Windows for Desktop Publishing	Gehris	©1997	South-Western Publishing
T/sw	Concepts and Applications for the Desktop Publisher: A Brief Course	Arntson and Nordquist	©1994	South-Western Publishing
T	Desktop Publishing with WordPerfect 5.1 DOS Version	Sullivan	©1994	South-Western Publishing
T	Using WordPerfect 6.1 for Windows for Desktop Publishing	Gehris	©1997	South-Western Publishing
T/sw	Data Entry: Concepts and Applications	Buzby and Locke	©1996, 3rd ed.	EMC Paradigm

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Competency 2.7: Perform transcription machine functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Today's Electronic Office	Fruehling and Weaver	©1992	EMC Paradigm
T	Legal Transcription	Lyle and Doty	©1995	EMC Paradigm
T	Medical Transcription	Ettinger and Ettinger	©1996	EMC Paradigm
T/wb	Machine Transcription: A Comprehensive Approach for Today's Office Specialist	Mitchell	©1995, 3rd ed.	Glencoe/McGraw-Hill
T/sw	Machine Transcription for Document Processing	Pasewark	©1995	South-Western Publishing
T/sw	Data Entry: Concepts and Applications	Buzby and Locke	©1996, 3rd ed.	EMC Paradigm
T/wb/av	Machine Transcription: Language Skills for Information Processing	Ettinger and Perfetto	©1992, 2nd ed.	EMC Paradigm
T/sw	Information Processing	Chin, Kostner, Seraydarian, and Stoddard	©1993	Glencoe Publishing
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.

Competency 2.8: Apply telecommunications functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Effective Communication For Today	Hulbert	9th ed.	South-Western Publishing
T	Telecommunications: Systems and Applications for Business	Sterry, Hendricks, and Mitchell	©1993	EMC Paradigm
T/sw/v	Work Maturity Multi-Media Series ES981 On-the-Job Telephone Skills			EBSCO Curriculum Materials Division of EBSCO Industries Inc
T	What's on the Internet	Gagnon	©1995, 3rd ed.	Peachpit Press
T/wb	Telephone Techniques	Neal	©1991	Glencoe/McGraw-Hill
T/sw	The Office: Procedures and Technology	Oliverio, Pasewark, and White	©1993	South-Western Publishing
T	The Computer Glossary	Freedman	©1994	American Management Association
Module	Program for Acquiring Competence in Etrepreneurship-PACE, 3rd Edition Unit 21 Operations		©1996	Conover Company
V/t/sw	Work Maturity Multi Media Series ES981 On-the-Job Telephone Skills			EBSCO Curriculum Materials Division of EBSCO Industries Inc
V	Effective Communications, Media Communication		©1991	Meridian Education Corporation
V	Discovering the Internet		©1996	Jones Digital Century
SW/t/v	Telecommunications: Concepts and Applications	Cubler, Olivo, and Scrogan	©1992	South-Western Publishing
SW/t/v	Work Maturity Multi Media Series ES981 On-the-Job Telephone Skills			EBSCO Curriculum Materials Division of EBSCO Industries Inc

Unit 3: Financial Functions

Competency 3.1: Apply mathematical skills

Type	Title	Author	Date	Publisher (Key on Page 37)
T/wb/sw	Applied Business Mathematics	Schultheir and Kaczmarski	©1997	South-Western Publishing
T/sw	Mathematics with Business Applications	Lange, Rousos, and Mason	©1998	Glencoe Publishing
T	Mathematics of Money	Austin, Howard, and Thomas		West Educational Publishing
T/wb/sw	Essentials of Math with Business Applications	Alvey and Johnson	©1995	Glencoe/McGraw-Hill
T/wb	Learning Basic Math and Business Math Using the Calculator	Prescott and Muncaster	©1992	South-Western Publishing
T	Using Calculators for Business Problems	Berg and Gafney	©1993	EMC Paradigm
T	Keeping Financial Records for Business	Schultheis, Baron, and Steinfeld	©1991	South-Western Publishing
T	Applying Economic Principles	Gordon and Stafford	©1994	Glencoe Publishing
Module	Program for Acquiring Competence in Entrepreneurship-PACE Unit 18 Financial Analysis		©1996, 3rd ed.	Conover Company
SW/t/wb	Applied Business Mathematics	Schultheir and Kaczmarski	©1997	South-Western Publishing
SW/t	Mathematics with Business Applications	Lange, Rousos, and Mason	©1998	Glencoe Publishing

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Competency 3.2: Perform accounting functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T/sw	Accounting Fundamentals	Hoffman, Pacsy, and Flashner	©1994	Glencoe/McGraw-Hill
T/wb	Accounting: Learning and Instruction	Gilbertson	©1992	South-Western Publishing
T/wb/sw	Computerized Accounts	McEntee, Schaber, and Fisk	©1993	Glencoe/McGraw-Hill
T	Using Calculators for Business Problems	Berg and Gafney	©1993	EMC Paradigm
T	Introduction to Financial Accounting	Danos and Imhoff	©1994	Times Mirror Higher Education Group
T/v	Century 21 Accounting: Multi-Column Journal Approach (BA20FA)	Ross, Hanson, Gilbertson, Lehman, and Swanson	©1995, 6th ed.	South-Western Publishing
T/v	Century 21 Accounting: General Journal Approach (BA21FA)	Ross, Hanson, Gilbertson, Lehman, and Swanson	©1995, 6th ed.	South-Western Publishing
T	Century 21 Accounting: Advanced Course	Ross, Hanson, Gilbertson, Lehman, and Swanson	©1995	South-Western Publishing
T	Keeping Financial Records For Business	Schultheis, Kalisky, and Passalacqua	©1995, 8th ed.	ITP South-Western Publishing
T	Practical Recordkeeping and Bookkeeping	Baron, Steinfeld, and Schultheis	©1989, 4th ed.	South-Western Publishing
T	Applied Business Math	Kaczmarski, and Schultheis	©1996	South-Western Publishing
Modules	Century 21 Accounting First Year Course	Swanson, Ross, and Hanson	©1987,1989	South-Western Publishing
LAP	Nature of Accounting		©1996	Career Paths/MarkED

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Competency 3.3: Perform payroll functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Applied Business Math	Kaczmarski and Schultheis	©1996	South-Western Publishing
T	Business Mathematics	Dillon	©1995	Thompson Publishing
T	Keeping Financial Records for Business	Schultheis, Kalnski, and Passalacqua	©1995, 8th ed.	ITP South-Western Publishing
T/wb/sw	Essentials of Math with Business Applications	Alvey and Johnson	©1995	Glencoe/McGraw-Hill
T/wb/sw	Payroll Records and Procedures	Wood and Cohen	©1994	Glencoe/McGraw-Hill
T/wb/sw	Computerized Payroll Procedures	Allen and Klooster	©1989, 2nd ed.	South-Western Publishing
T/wb/sw	Computerized Accounts	McEntee, Schaber, and Fisk	©1993	Glencoe/McGraw-Hill
T/v	Century 21 Accounting: Multi-Column Journal Approach (BA20FA)	Ross, Hanson, Gilbertson, Lehman, and Swanson	©1995, 6th ed.	South-Western Publishing
T/v	Century 21 Accounting: General Journal Approach (BA21FA)	Ross, Hanson, Gilbertson, Lehman, and Swanson	©1995, 6th ed.	South-Western Publishing
T	Financial Information Processing	Allen and Klooster	©1992	South-Western Publishing
T	Using Calculators for Business Problems	Berg and Gafney	©1993	EMC Paradigm
V	Money Management Series Budgets Aren't For Push-Overs: Budgeting, Goal-Setting And Record-Keeping		©1994	Meridian Education Corporation
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.

Competency 3.4: Perform banking functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Mathematics of Money	Austin, Howard and Thomas		West Educational Publishing
T	Applied Business Math	Kaczmarski and Schultheis	©1996	South-Western Publishing
T	Introduction to Business: Our Business and Economic World	Brown and Clow	©1993	Glencoe Publishing
T/wb	Midtown Bank: A Bank Teller's Simulation	Sargent and Ward	©1997	South-Western Publishing
T	Practical Math Applications	Burton and Shelton	©1996	South-Western Publishing
T/wb/sw	Essentials of Math with Business Applications	Alvey and Johnson	©1995	Glencoe/McGraw-Hill
T	Keeping Financial Records for Business	Schltheis, Baron, and Steinfeld	©1991, 7th Edition	South-Western Publishing
T	Using Calculators for Business Problems	Berg and Gafney	©1993	EMC Paradigm
V/I/sw	Economics at Work / Saving: Module 4		©1996	Agency for Instructional Technology
V/I/sw	Economics at Work / Investing: Module 5		©1996	Agency for Instructional Technology
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc
LAP	Credit and Its Importance		©1996	Career Paths/MarkED
LAP	Legal Considerations in Granting Credit		©1994	Career Paths/MarkED
LAP	Preparing Cash Drawers		©1991	Career Paths/MarkED
LAP	Security Precautions		©1995	Career Paths/MarkED
LAP	Honesty and Integrity		©1995	Career Paths/MarkED

Unit 4: Records Management

Competency 4.1: File/retrieve documents and integrated media

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Today's Electronic Office	Fruehling and Weaver	©1992	EMC Paradigm
T/sw	Database Applications: Job-Based Tasks	Larson and Nordenstam	©1993	EMC Paradigm
T	Keeping Financial Records for Business	Schultheis, Kalinski,and Passalacqua	©1995	ITP South-Western Publishing
T	Business Software Applications DOS, WordPerfect, Lotus, dBASE IV	Dlugoss, Coburn, Mazursky, and Rutkosky	©1990	EMC Paradigm
T	Micpcomputers: Concepts, Skills and Applications	Flynn and Mandell		West Educational Publishing
T	Complete Computer Concepts	Shelly, Cashman, Waggoner, and Waggoner		Boyd and Fraser Publishing Company South-Western Publishing
T	What's on the Internet	Gagnon	©1995, 3rd ed.	Peachpit Press
V	Money Management Series Budgets Aren't For Push-Overs: Budgeting, Goal Setting And Record-Keeping		©1994	Meridian Education Corporation
T/sw	Data Entry: Concepts and Applications	Buzby and Locke	©1996, 3rd ed.	EMC Paradigm
SW/t	Database Applications: Job-Based Tasks	Larson and Nordenstam	©1993	EMC Paradigm
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.

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Competency 4.2: Manage filing system

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Today's Electronic Office	Fruehling and Weaver	©1992	EMC Paradigm
T	Keeping Financial Records for Business	Schultheis, Kaliski, and Passalacqua	©1995	South-Western Publishing
T	Business Software Applications: DOS, WordPerfect, Lotus, dBASE IV	Dlugoss, Coburn, Mazursky, and Rutkosky	©1990	EMC Paradigm
T	Microcomputers: Concepts, Skills and Applications	Flynn and Mandell		West Educational Publishing
T	Complete Computer Concepts	Shelly, Cashman, Waggoner, and Waggoner		Boyd and Fraser Publishing Company South-Western Publishing
T/wb/sw	Microsoft Works 3.0 for Windows: Tutorial and Applications	Pasewark and Pasewark	©1995	South-Western Publishing
T/sw	Information Processing	Chiri, Kostner, Seraydarian, and Stockland	©1993	Glencoe Publishing
T/sw	Filing and Database Systems	Stewart, Jr. and Greene	©1990, 10th ed.	Glencoe/McGraw-Hill
T	Filing Made Easy	Holmes	©1990	Glencoe-McGraw Hill
T	Filing Made Easy: A Filing Simulation	Holmes	©1990, 3rd ed.	Glencoe/McGraw-Hill
T	Alphabetic Indexing Rules: Application by Computer	Fosegan	©1996	South-Western Publishing
T/sw	Data Entry: Concepts and Applications	Buzby and Locke	©1996, 3rd ed.	EMC Paradigm
Module	Program for Acquiring Competence in Etrepreneurship-PACE Unit 16 Record Keeping		©1996, 3rd ed.	Conover Company
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.

Unit 5: Support Tasks

Competency 5.1: Perform telephone duties

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Introduction to Business	Brown and Clow	©1993	Glencoe Publishing
T	Telecommunications and the Internet	Levy	©1997	South-Western Publishing
T/wb	Developing Speaking Skill	Chapey	©1989	Glencoe/McGraw-Hill
T	Telecommunications: Concepts and Application	Cubler, Olivo, and Scrogan	©1992	South-Western Educational
T	Telephone Techniques	Neal	©1991	Glencoe/McGraw-Hill
T	Communication That Works!	Williams and Eggland	©1992, 3rd ed.	South-Western Educational
T	Communication for Success: An Applied Approach	Hyden, Jordan, and Steinerauer	©1994	South-Western Publishing
V/t/sw	Work Maturity Multi-Media Series ES981 On-the-Job Telephone Skills			EBSCO Curriculum Materials Division of EBSCO Industries Inc
V	Connections: Basic Telephone Techniques		©1995	Meridian Education Corporation
V	Effective Communications: Media Communication		©1991	Meridian Education Corporation
SW/t/v	Work Maturity Multi-Media Series ES981 On-the-Job Telephone Skills			EBSCO Curriculum Materials Division of EBSCO Industries Inc
LAP	Handling Customer Complaints		©1996	Career Paths/MarkED
LAP	Handling Difficult Customers		©1996	Career Paths/MarkED

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Competency 5.2: Receive visitors

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Communicating for Results	Fruehling and LaCombe	©1996	EMC Paradigm
T	Workplace Success Series	McLean, Lyons, Brooks, Parks, Olson, and Pucel	©1991	EMC Paradigm
T	Fundamentals of Human Relations: Applications for Life and Work	Wray, Luft, and Highland	©1996	South-Western Publishing
T/w	Working at Human Relations	Fruehling and Oldham	©1991, 2nd ed.	EMC Paradigm
T	Effective Presentation Skills		©1993	Career Paths/MarkED
T	Superior Customer Service	Crow and Stull	©1996	South-Western Publishing
T	Quality Customer Service		©1993	Career Paths/MarkED
V	Effective Communications: Non-Verbal Communication		©1991	Meridian Education Corporation
V	Effective Communication: Difficulties in Communication		©1991	Meridian Education Corporation
V	Business Communication: Speaking		©1996	Meridian Education Corporation
V	10 Basics of Business Etiquette		©1993	Meridian Education Corporation

Competency 5.3: Perform scheduling functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T	The Office: Procedures and Technology	Oliverio, Pasewark and White	©1993	South-Western Educational
T	Today's Electronic Office	Fruehling and Weaver	©1992	EMC Paradigm
T	Business Principles and Management	Everard and Burrow	©1996	South-Western Educational
T	Electronic Office Systems	Van Huss and Daggett	©1992	South-Western Educational
T/sw/v	Work Maturity Multi-Media Series: ES988 Solving Problems in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
T	Introduction to Business: Our Business and Economic World	Brown and Clow	©1993	Glencoe Publishing
T/sw	Information Processing	Clum, Kostner, Scraydarian, and Stoklud	©1993	Glencoe Publishing
SW/t/v	Work Maturity Multi-Media Series: ES988 Solving Problems in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
LAP	Orderly and Systematic Behavior		©1993	Career Paths/MarkED

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Competency 5.4: Coordinate meeting and function arrangements

Type	Title	Author	Date	Publisher (Key on Page 37)
T	The Office: Procedures and Technology	Oliverio, Pasewark and White	©1993	South-Western Educational
T	Today's Electronic Office	Fruehling and Weaver	©1992	EMC Paradigm
T	Business Principles and Management	Everard and Burrow	©1996	South-Western Educational
T	Electronic Office Systems	Van Huss and Daggett	©1992	South-Western Educational
T/sw/v	Work Maturity Multi-Media Series ES988 Solving Problems in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
T/sw/v	Work Maturity Multi-Media Series ES983 Directions to Follow			EBSCO Curriculum Materials Division of EBSCO Industries Inc
T/wb	English the Easy Way	Schachter and Clark	©1993, 6th ed.	South-Western Publishing
V	Conducting a Productive Meeting		©1994	Meridian Education Corporation
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc

Competency 5.5: Generate minutes

Type	Title	Author	Date	Publisher (Key on Page 37)
T	The Office: Procedures and Technology	Oliverio, Pasewark and White	©1993	South-Western Educational
T	Today's Electronic Office	Fruehling and Weaver	©1992	EMC Paradigm
T	Business Principles and Management	Everard and Burrow	©1996	South-Western Educational
T	Electronic Office Systems	Van Huss and Daggett	©1992	South-Western Educational
T/sw/v	Work Maturity Multi-Media Series ES988 Solving Problems in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
T/sw/v	Work Maturity Multi-Media Series ES983 Directions to Follow			EBSCO Curriculum Materials Division of EBSCO Industries Inc
T/wb	English the Easy Way	Schachter and Clark	©1993, 6th ed.	South-Western Publishing
T	Speedwriting: Dictation and Transcription	Pullis and Pullis	©1991	Glencoe Publishing
V	Conducting A Productive Meeting		©1994	Meridian Education Corporation
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.

Competency 5.6: Coordinate domestic and international travel plans

Type	Title	Author	Date	Publisher (Key on Page 37)
T/wb	Business in a Global Economy	Dlabay and Scott	©1996	South-Western Publishing
T	Conducting Business Around the World	Kruzel	©1993	South-Western Publishing
T/sw	Introduction to Hospitality and Tourism	MAVCC	©1993	Mid-America Vocational Curriculum Consortium, Inc.
T/sw	First Class: An Introduction to Travel and Tourism	Foster	©1995	Glencoe/McGraw-Hill
T/wb	Mirror/Mirror, Inc.: An International Office Simulation	Ristau and Kruzel	©1994	South-Western Publishing
T	Internet Guide for Business	Hall and Allen	©1997	South-Western Publishing
T	Using Computers: A Gateway to Information World Wide Web Edition	Shelly, Cashman, and Waggoner	©1996	South-Western Publishing
T	Communicating in Business and Industry	Comstock	©1990	South-Western Publishing
V	Your Cultural Passport to International Business		©1995	Meridian Education Corporation
V	The Differences in People		©1992	Career Paths/MarkED
SW/t	Introduction to Hospitality and Tourism	MAVCC	©1993	Mid-America Vocational Curriculum Consortium, Inc.
LAP	International Trade		©1996	Career Paths/MarkED
LAP	Economic Systems		©1993	Career Paths/MarkED

Competency 5.7: Perform mail functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Introduction to Business: Our Business and Economic World	Brown and Clow	©1993	Glencoe Publishing
T	Telecommunications and the Internet	Levy	©1997	South-Western Publishing
T	Keyboarding Mailable Letters	Brendel, Krause, Eide, and Holmes	©1990	Glencoe McGraw-Hill
T/wb/sw	Data Entry Activities for the Microcomputer	Bux	©1988, 2nd ed.	South-Western Publishing
T	Internet Guide for Business	Hall and Allen	©1997	South-Western Publishing
T	Communicating in Business and Industry	Comstock	©1990	South-Western Publishing
T/wb	Business in a Global Economy	Dlabay and Scott	©1996	South-Western Publishing
T	Direct Mail Magic		©1991	Career Paths/MarkED
Module	Program for Acquiring Competence in Etrepreneurship-PACE: Unit 21 Operations		©1996, 3rd ed.	Conover Company
V	Microsoft Windows 95: Fax Machine		©1996	Jones Digital Century, Inc.

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Competency 5.8: Research information

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Introduction to Business	Brown and Clow	©1993	Glencoe Publishing
T/sw	WordPerfect 6.0 for Windows	Rutkosky	©1995	EMC Paradigm
T	Essential Skills for the Workplace Level One: Obtaining Information and Using Resources	Strumpf and Mains		Contemporary Books, Inc.
T	Microcomputers: Concepts, Skills and Applications	Flynn and Mandell		West Educational Publishing
T	What's on the Internet	Gagnon	©1995, 3rd ed.	Peachpit Press
T	Telecommunications and the Internet	Levy	©1997	South-Western Publishing
T	Communicating in Business and Industry	Comstock	©1990	South-Western Publishing
T	Internet Guide for Business	Hall and Allen	©1997	South-Western Publishing
T	Using Computers: A Gateway to Information World Wide Web Edition	Shelly, Cashman, and Waggoner	©1996	South-Western Publishing
V	Learning To Solve Problems		©1996	Meridian Education Corporation
LAP	Information Management		©1996	Career Paths/MarkED

Competency 5.9: Maintain employee records

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Today's Electronic Office	Fruehling and Weaver	©1992	EMC Paradigm
T/sw	Database Applications: Job-Based Tasks	Larson and Nordenstam	©1993	EMC Paradigm
T	The Office: Procedures and Technology	Oliverio, Pasewark and White	©1993	South-Western Educational
T	Business Principles and Management	Everard and Burrow	©1996	South-Western Educational
T	Electronic Office Systems	Van Huss and Daggett	©1992	South-Western Educational
Module	Program for Acquiring Competence in Entrepreneurship-PACE Unit 17 Record Keeping		©1996, 3rd ed.	Conover Company
V	Employer/Employee Rights And Responsibilities		©1995	Meridian Education Corporation
V	Promotability		©1994	Meridian Education Corporation
V	Microsoft Windows 95		©1996	Jones Digital Century Inc.
V	Leadership Assignment		©1995	Meridian Education Corporation
SW/t	Database Applications: Job-Based Tasks	Larson and Nordenstam	©1993	EMC Paradigm
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.
SW/t/v	Work Maturity Multi-Media Series: ES989 Maintaining Regular Attendance			EBSCO Curriculum Materials Division of EBSCO Industries Inc.
LAP	Information Management		©1996	Career Paths/MarkED

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Competency 5.10: Perform copying functions

Type	Title	Author	Date	Publisher (Key on Page 37)
T/sw	Database Applications: Job-Based Tasks	Larson and Nordenstam	©1993	EMC Paradigm
T	The Office: Procedures and Technology	Oliverio, Pasewark, and White	©1993	South-Western Educational
T	Today's Electronic Office	Fruehling and Weaver	©1992	EMC Paradigm
T	Business Principles and Management	Everard and Burrow	©1996	South-Western Educational
T	Electronic Office Systems	Van Huss and Daggett	©1992	South-Western Educational
T/sw	Information Processing	Chiri, Kostner, Seraydarian, and Stoddard	©1993	Glencoe Publishing
LAP	Information Management		©1996	Career Paths/MarkED

Competency 5.11: Maintain office supplies

Type	Title	Author	Date	Publisher (Key on Page 37)
T/sw	Database Applications: Job-Based Tasks	Larson and Nordenstam	©1993	EMC Paradigm
T	The Office: Procedures and Technology	Oliverio, Pasewark, and White	©1993	South-Western Educational
T	Today's Electronic Office	Fruehling and Weaver	©1992	EMC Paradigm
T	Business Principles and Management	Everard and Burrow	©1996	South-Western Educational
T	Electronic Office Systems	Van Huss and Daggett	©1992	South-Western Educational
T	Organizing Your Workspace		©1992	Career Paths/MarkED
V	Microsoft EXCEL 5.0		©1996	Jones Digital Century Inc.
V	Microsoft Windows 95		©1996	Jones Digital Century Inc.
LAP	Inventory Control Systems		©1992	Career Paths/MarkED

Competency 5.12: Maintain office equipment and software

Type	Title	Author	Date	Publisher (Key on Page 37)
T/sw	Database Applications: Job Based Tasks	Larson and Nordenstam	©1993	EMC Paradigm
T	The Office: Procedures and Technology	Oliverio, Pasewark and White	©1993	South-Western Educational
T	Today's Electronic Office	Fruehling and Weaver	©1992	EMC Paradigm
T	Business Principles and Management	Everard and Burrow	©1996	South-Western Educational
T	Electronic Office Systems	Van Huss and Daggett	©1992	South-Western Educational
T	Exploring the Science of Computing	Abernethy and Allen	©1994	South-Western Publishing
T/wb/sw	101 Database Exercises	Stewart, Jr, McMinnis and Lelesco	©1992, 2nd ed.	Glencoe/McGraw-Hill
T	Office Information Systems: Concepts and Applications	O'Neil	©1990, 3rd ed.	Glencoe/McGraw-Hill
SW/t/v	Work Maturity Multi-Media Series: ES983 Directions to Follow			EBSCO Curriculum Materials Division of EBSCO Industries Inc
SW	Office Proficiency Assessment and Certification (OPAC System)		©1995	Biddle and Associates, Inc.

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Competency 5.13: Improve quality and productivity in office

Type	Title	Author	Date	Publisher (Key on Page 37)
T/sw/v	Work Maturity Multi-Media Series ES988 Solving Problems in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
T	Your Attitude Counts	Fruehling and Oldham	©1990	EMC Paradigm
T/wb	Personal Time Management		©1994	Career Paths/MarkED
T	Effective Interpersonal Relationships		©1994	Career Paths/MarkED
T	Psychology: Realizing Human Potential	Dawis and Fruehling	©1996, 8th ed.	EMC Paradigm
T	Working Smart	Schulman and Kowaldo	©1995	South-Western Publishing
T	Office Procedures and Technology	Oliverio, Pasewark, and White	©1993, 2nd ed.	South-Western Publishing
V	Conducting a Productive Meeting			Meridian Education Corporation
V	All For One: Team Building in Action			Meridian Education Corporation
V	How To Be a Success at Work		©1995	Career Paths/MarkED
SW/t/v	Work Maturity Multi-Media Series ES989 Maintaining Regular Attendance			EBSCO Curriculum Materials Division of EBSCO Industries Inc
LAP	Positive Working Relationships		ST 1996/IN 1991	Career Paths/MarkED
LAP	Addressing Individual Needs		ST 1996/IN 1986	Career Paths/MarkED
LAP	Interest and Enthusiasm		©1995	Career Paths/MarkED
LAP	Positive Attitude		ST 1988/IN 1995	Career Paths/MarkED
LAP	Time Management		©1990	Career Paths/MarkED

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Competency 5.14: Maintain safe working environment

Type	Title	Author	Date	Publisher (Key on Page 37)
T	A Manager's Guide to OSHA	Tompkins	©1993	Crisp Publications, Inc.
T	Security Procedures for Employers and Employees	MAVCC	©1993	Mid-America Vocational Curriculum Consortium, Inc.
T	Communication That Works!	Williams and Eggland.	©1992	South-Western Publishing
V	Safety and Health: Avoiding Slips, Trips, and Falls		©1990	Schoolcraft Publishing
V	Safety and Health: Office Safety		©1991	Schoolcraft Publishing
V	Safety and Health: Office Ergonomics		©1991	Schoolcraft Publishing
V	Safety and Health: Basic First Aid		©1991	Schoolcraft Publishing
V	Safety and Health: Fire Prevention and Safety		©1991	Schoolcraft Publishing
V	Safety and Health: Workplace Stress		©1991	Schoolcraft Publishing
V	Safety and Health: Video Display Terminal Safety		©1991	Schoolcraft Publishing
LAP	Security Precautions		©1995	Career Paths/MarkED
LAP	Following Safety Precautions		©1993	Career Paths/MarkED
LAP	Handling Accidents		©1994	Career Paths/MarkED

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Competency 5.15: Assist in providing a productive office environment

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Communicating for Results	Fruehling and LaCombe	©1996	EMC Paradigm
T	Your Attitude Counts	Fruehling and Oldham	©1990	EMC Paradigm
T	Working: Today and Tomorrow	Thompson and Campbell	©1991	EMC Paradigm
T	Fundamentals of Human Relations	Wray, Luft, and Highland	©1996	South-Western Publishing
V/t/sw	Work Maturity Multi-Media Series ES988 Solving Problems in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
V	10 Basics Of Business Etiquette		©1993	Meridian Education Corporation
V/t/sw	Work Maturity Multi-Media Series ES962 Expectations on the Job			EBSCO Curriculum Materials Division of EBSCO Industries Inc
V	Team Skills for the New Workplace		©1996	Career Paths/MarkED
SW/t/v	Work Maturity Multi-Media Series ES988 Solving Problems in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
SW/t/v	Work Maturity Multi-Media Series ES955 Motivation in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
LAP	Positive Working Relationships		ST:1996/IN:1991	Career Paths Mark/ED

Unit 6: Professionalism

Competency 6.1: Demonstrate office ethics

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Ethics in Business		©1989	Career Paths/MarkED
T	Personality Development for Work	Masters and Wallace	©1996	South-Western Publishing
V	Employer/Employee Rights And Responsibilities		©1995	Meridian Education Corporation
V	A+ in The Workplace: Developing Positive Behavior		©1995	Meridian Education Corporation
V	Business Ethics		©1994	Meridian Education Corporation
V	Leadership Assignment		©1995	Meridian Education Corporation
V	Integrity		©1994	Power Surge Media International
V	10 Basics Of Business Etiquette		©1993	Meridian Education Corporation
V	Responsibilty		©1997	Power Surge Media International
SW/t/s	Work Maturity Multi-Media Series ES954 Personal Values in the Workplace			EBSCO Curriculum Materials Division of EBSCO Industries Inc
LAP	Honesty and Integrity		©1997	Career Paths/MarkED

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Competency 6.2: Demonstrate behaviors appropriate to business or industry

Type	Title	Author	Date	Publisher (Key on Page 37)
T/wb	Personality Development for Work	Masters and Wallace	©1996, 7th ed.	South-Western Publishing
T/v/sw	Work Maturity Multi-Media Series ES962 Expectations on the Job			EBSCO Curriculum Materials Division of EBSCO Industries Inc
T	Success on the Job	Busse	©1993	Career Pulishers
V	Effective Communications: Non-Verbal Communication		©1991	Meridian Education Corporation
V	Getting Along With Your Supervisor		©1995	Meridian Education Corporation
V	Employer/Employee Rights And Responsibilities		©1995	Meridian Education Corporation
V/t/sw	Work Maturity Multi-Media Series ES954 Personal Values in the Workplace			EBSCO Curriculum Materials Division of EBSCO Industries Inc
V	How to be a Success at Work		©1995	Career Paths/MarkED
V	Responsibility		©1997	Power Surge Media International
V	The Winning Look			Meridian Education Corporation
SW/v	Work Maturity Multi-Media Series ES953 Your Appearance II: On the Job			EBSCO Curriculum Materials Division of EBSCO Industries Inc
SW/t/v	Work Maturity Multi-Media Series ES952 Positive Attitudes II: Keeping a Job			EBSCO Curriculum Materials Division of EBSCO Industries Inc
V/t/sw	Work Maturity Multi-Media Series ES962 Expectations on the Job			EBSCO Curriculum Materials Division of EBSCO Industries Inc

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Competency 6.3: Assist in achieving goals set by employing organization

Type	Title	Author	Date	Publisher (Key on Page 37)
T/sw/v	Work Maturity Multi-Media Series ES955 Motivation in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
T/wb	Career and Life Skills Series: Knowing Yourself	Farr and Christophersen	©1990-92	JIST Works, Inc.
T	Managing Change in the Workplace		©1994	Career Paths/MarkED
T	Goals and Goal Setting		©1993	Career Paths/MarkED
T	Success on the Job	Busse	©1993	Career Pulishers
V	Leadership Assignment		©1995	Meridian Education Corporation
V	Leadership		©1997	Power Surge Media International
V	A+ in The Workplace: Developing Positive Behavior		©1995	Meridian Education Corporation
V	Promotability		©1994	Meridian Education Corporation
V/t/sw	Work Maturity Multi-Media Series ES955 Motivation in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
V	Coping with Change in the Workplace		©1995	Meridian Education Corporation
V	Timing Is Everything How to Have a Productive 25 Hour Day		©1995	Meridian Education Corporation
SW/t/v	Work Maturity Multi-Media Series ES955 Motivation in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
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Competency 6.4: Participate in professional development activities

Type	Title	Author	Date	Publisher (Key on Page 37)
T	Success on the Job	Busse	©1993	Career Pulishers
T/sw/v	Work Maturity Multi-Media Series ES955 Motivation in the Job World			EBSCO Curriculum Materials Division of EBSCO Industries Inc
Module	Program for Acquiring Competence in Etrepreneurship-PACE Unit 14 Human Resources		©1996, 3rd ed.	Conover Company
V	Coping with Change in the Workplace		©1995	Meridian Education Corporation
V	The 7 Day Professional Image Update		©1993	Meridian Education Corporation
V	Feedback on the Job: Accepting Criticism		©1997	Meridian Education Corporation
V	Learning to Solve Problems		©1996	Meridian Education Corporation
V	How to Be a Success at Work			Career Paths/MarkED
V	Conducting a Productive Meeting		©1991	Meridian Education Corporation
V	Promotability		©1995	Meridian Education Corporation
V	How to Be a Success at Work		©1995	Career Paths/MarkED

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